

PERMIT TECHNICIAN

FLSA Status – Non-Exempt

EEO Code – C/Technicians

Class Code – E308

GENERAL DESCRIPTION OF THE DUTIES

This position performs a variety of customer service, technical and clerical duties related to the City's Community Development Center counter in support of the Building Division, Planning Department, and Engineering Department. Provides technical information and assistance to developers, contractors, homeowners, and members of the general public. Issues building permits, collects fees, conducts research, and monitors building permit and land use application processes.

SUPERVISION RECEIVED

This position works under the general supervision of higher level management staff who assign duties and review work for effectiveness and compliance to prescribed standards. May receive direction and work assignments from other department staff.

SUPERVISION EXERCISED

Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on departmental policies and practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required

1. Receives, reviews and processes applications for all types of building permits and land use applications. Reviews applications to ensure accuracy and completeness; assists with completeness; routes applications and permits to appropriate review staff. Issues permits and receipts. Performs a variety of clerical tasks.
2. Provides information regarding the land use application and building permitting processes; and technical information regarding land use, zoning, building and other municipal codes. Answers questions at the counter or on the phone. Monitors and maintains an adequate supply of informational materials.
3. Monitors the permit and land use application processes by routing and tracking applications and plans through the approval process. Ensures timely processing of application requests. Maintains application and other records, prepares statistical monthly, quarterly and annual permit activity and fiscal reports.
4. Calculates, collects, processes and records fees. Processes credits and prepares related reports. Coordinates with the Finance department.
5. Transcribes inspection requests from a recorder to a computerized system; prepares necessary documents and provides office support to field staff.
6. Researches and provides property zoning; utility and other City infrastructure as-built information; provides and interprets information from maps, plat notations, easements and recorded information.
7. Analyzes permitting system; develops, recommends, and implements approved permit system changes to make the processes more efficient and effective. Coordinates and makes updates to the City's permitting software to reflect changes in fee schedules and permits; trains others on the use of the software.

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8. Prepares, maintains, and stores records, files, and logs related to building permits and land use applications. Prepares documents and plans for archiving; coordinates department archival storage and record management processes.
9. Maintains and monitors the City's addressing system for both new and existing properties and buildings; assigns and/or changes addresses. Distributes address information to other agencies, companies and individuals.

OTHER DUTIES AND RESPONSIBILITIES

1. Maintains professional currency by attending conferences and seminars, and meeting with others in areas of responsibility.
2. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General office procedures;
- City, Department and Section policies and procedures;
- Codes, regulations, and laws governing building and land use;
- Building construction principals, procedures and terminology;
- Code applications used in processing land use, plan review, permit, and inspection documents.
- Basic math and business English;
- Public relations techniques to work effectively with customers in person or by telephone;
- Receipt and accounting of cash transactions; and
- Record keeping and bookkeeping systems.

Skills in:

- Use of office equipment such as personal computers, calculators, fax machines and copiers;
- Word processing, spreadsheet, database, and permit applications;
- Composing, drafting and editing business correspondence and reports;
- Organizing assigned work and prioritizing tasks to meet assigned deadlines;
- Communicating effectively and professionally with others; and
- Reading and interpreting policies, procedures and regulations.

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Ability to:

- Maintain accurate records;
- Read and understand complicated plans and blueprints;
- Become proficient in plan review, permits, and inspection software;
- Establish and maintain effective working relationships with others;
- Demonstrate sound judgment;
- Manage interruptions and changing priorities;
- Manage difficult or emotional customer situations;
- Process technical transactions quickly and accurately; and
- Work in a safe manner.

EDUCATION AND EXPERIENCE

Three years of experience in discipline specific clerical/office skills in a position with substantial public contact, with a minimum two year's experience in a land use, building codes, construction, or architectural support services environment. Graduation from high school or the equivalent GED certificate with training in office practices and skills. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.

WORKING CONDITIONS

Work is performed primarily in an office environment and a small amount of time outside the office is required for attendance at meetings and seminars. Normal work hours are from 8:00 a.m. to 5:00 p.m., but this schedule is subject to change.

PHYSICAL DEMANDS OF POSITION

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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Approved By _____ Date _____
(Department Director)

(Department Director) Date _____

Adopted By _____ Date _____
(City Manager)

Established: 08/08